

# Quarterly Performance Report

July to September 2018



**ACT**  
Government

**ACT Health**

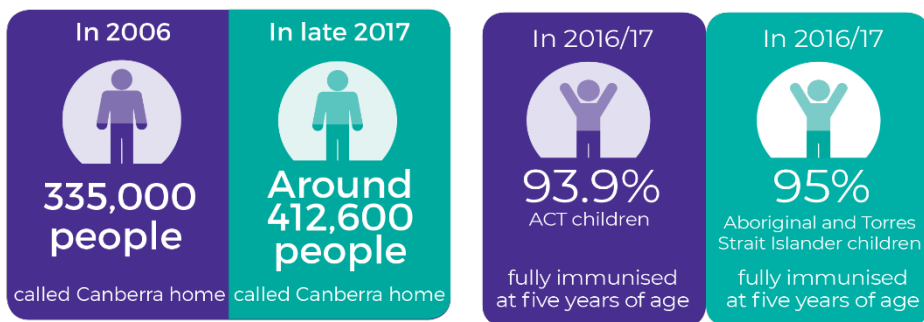
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## Canberra is Healthy

The ACT public health system is a well functioning system that responds in a balanced way to Canberrans needs by improving the health status of individuals and families.



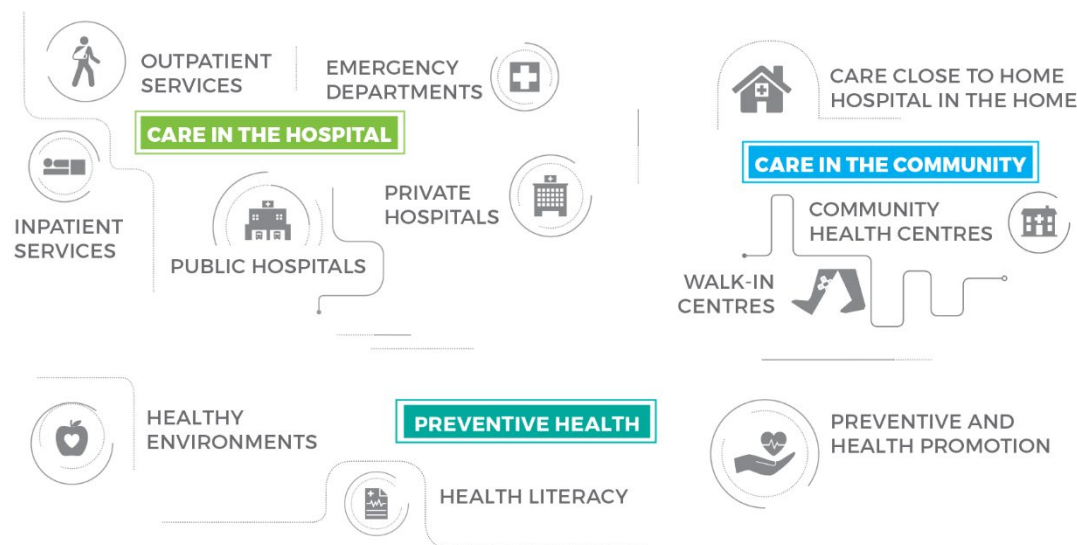
### LIFE EXPECTANCY IN 2016



Age standardised rate per 1,000 population

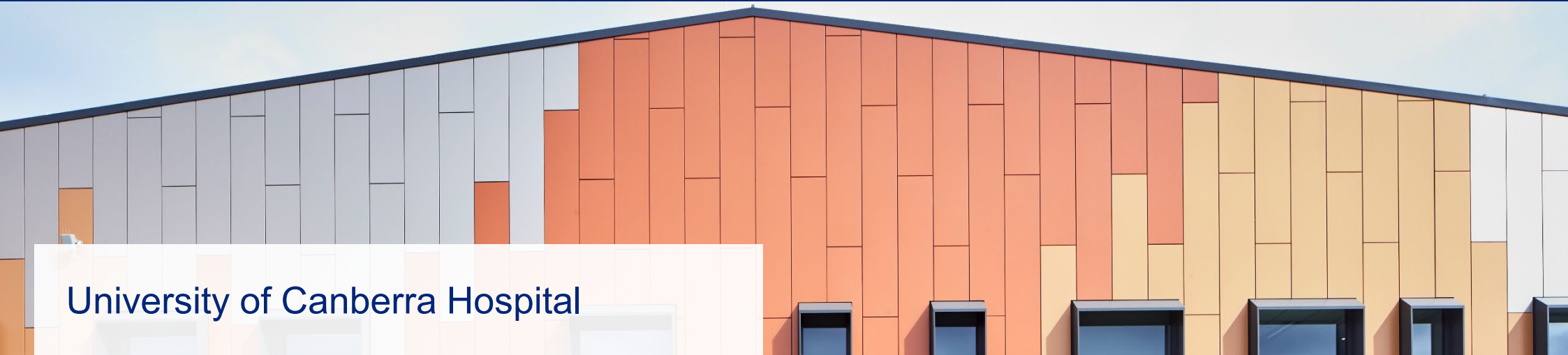
## Health Care in Canberra

Our public health system works across primary, tertiary and community care.



### Public Health Services

- Alcohol and drug
- Breast Screen
- Cancer Counselling
- Children's health
- Community Health Centres
- Community nursing
- Community care
- Community care
- Contenance
- Dental
- Emergency Departments
- Mental Health
- Nutrition
- Pathology
- Rehabilitation and related services
- Pregnancy, newborn and early childhood
- Public Hospitals
- Social work
- Walk-in Centres



## University of Canberra Hospital

The new University of Canberra Hospital (UCH) is a specialist centre for rehabilitation, recovery and research. It is a dedicated and purpose-built rehabilitation facility for people over the age of 18 who are recovering from surgery, illness or injury, or mental illness.

In July 2018, the first patients were transferred to the new hospital from seven different locations across Canberra, including Canberra Hospital and Calvary Public Hospital Bruce.

The UCH provides overnight inpatient, day admission and ambulatory services:

**84**   
inpatient beds

**40**   
day places

Ambulatory  
services 

The UCH is the largest rehabilitation centre in the ACT and surrounding region. Planned with the future in mind, UCH will grow to provide 140 inpatient beds, 75 day places and outpatient services.

## About the Quarterly Performance Report

This report provides information for consumers about how our local public health system is performing. The system includes:

- **Community-based care**
  - Walk-in Centres, Maternal and Child Health Services, physiotherapy, dental, mental health
- **Hospital-based care**
  - Emergency Departments, elective surgery, admitted patients, Hospital in the Home

Improving timely, safe and sustainable care across the ACT is a key priority for the ACT Government. We aim to be the safest health care system in Australia, delivering high quality, person-centred care for Canberrans.

Data reporting and management is integral to running an informed hospital and health care system that is accountable, transparent and responsive. It is also key to improving health service performance to ensure better access to timely, safe and sustainable care, a key focus for the community and the ACT Government.

On 1 October 2018, ACT Health successfully transitioned to two distinct organisations, ACT Health and Canberra Health Services.

- Canberra Health Services is focussed on clinical operations and operational delivery of quality health services for our growing community.
- ACT Health is focussed on delivering the strategy and policy agenda across the health system as a whole: building the health system we need for our future - increasing community health services, embedding preventive health measures and supporting the delivery of enhanced hospital services.

The creation of these two organisations symbolises the beginning of a new era for public health care in our growing city and is supporting the transformation of our health system into one that is truly modern.

ACT public health services receive very positive feedback on the care they provide.

**A recent inpatient experience survey of patients at the Canberra Hospital found:**



**89.6%**

of patients would recommend Canberra Hospital to family and friends.



**87.9%**

of patients rated their care as Good or Very Good.

**A recent inpatient experience survey of patients at Calvary Public Hospital Bruce found:**



**93.1%**

of patients reported a positive experience and were satisfied with the care provided.

These results demonstrate the quality of care in the ACT’s public health system and are a testament to staff working to provide care 24 hours a day, 7 days a week. However, we can always find areas to improve and meaningful consumer data and feedback is key to this.

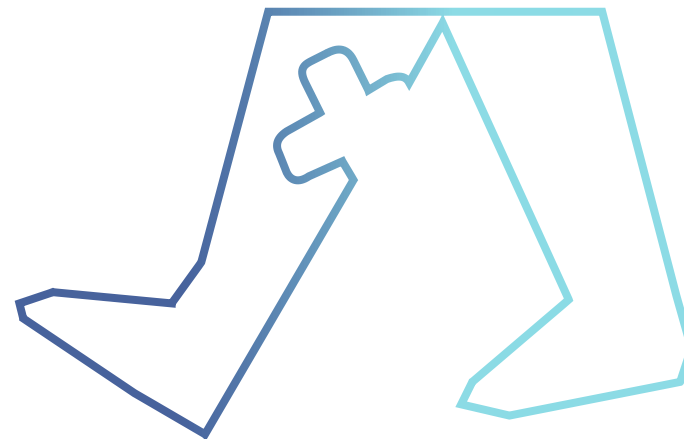
During the System-Wide Data Review announced in 2017, the publication of quarterly performance reports was put on hold to allow time for ACT Health to review and develop new reporting processes. The Review is now complete and this is the first quarterly report on the performance of the ACT’s public health system to be released since the Review.

Reports will now be published each quarter, providing readers with a summary of territory-wide performance of public health services across various domains. This report includes Emergency Departments, Elective Surgery, Admitted Patients and Walk-in Centres, and will evolve over time to include more information.

The ACT Health Directorate would like to thank the Health Care Consumers Association for their input to the design and format of the new quarterly report, making it more meaningful for consumers.

# Walk-in Centres

ACT Health's Walk-in Centres provide free efficient access to treatment and health advice for one-off, minor injuries and illness. Patients requiring urgent attention for serious injury or illness are directed to Emergency Departments.





## Walk-in Centres

All Walk-in Centres are led by a team of highly skilled advanced practice nurses and nurse practitioners with extensive experience in treating people with minor injuries and illnesses. There are three Walk-in Centres across the ACT: Tuggeranong, Belconnen and Gungahlin.



12,690



All presentations  
(2,436 more than the previous  
quarter)











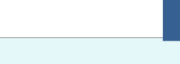



23



Median wait time to treatment  
(minutes)



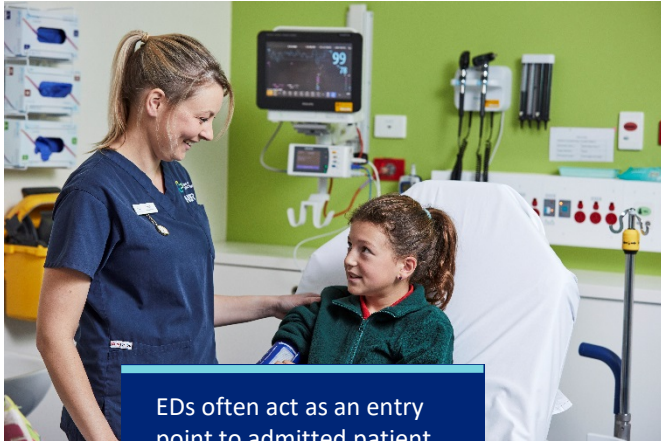
## Walk-in Centres Activity and Performance

	June quarter 2018	September quarter 2018	Change from last quarter (%)	Last 5 quarters
<b>Walk-in Centre activity</b>				
Presentations at Tuggeranong	4,738	5,699	20%	
Presentations at Belconnen	5,516	5,809	5%	
Presentations at Gungahlin	-	1,182	-	
Note: Gungahlin opened in September 2018.				
<b>Walk-in Centre performance</b>				
<b>Median wait time to treatment (minutes)</b>				
Tuggeranong	16	31	94%	
Belconnen	13	22	69%	
Gungahlin	-	7	-	
<b>Fully treated in the Walk-in Centre</b>				
Tuggeranong	84%	84%	0%	
Belconnen	87%	86%	-1%	
Gungahlin	-	83%	-	
<b>Redirected to Emergency Department</b>				
Tuggeranong	7%	7%	0%	
Belconnen	4%	5%	1%	
Gungahlin	-	6%	-	

# EMERGENCY DEPARTMENT

ACT public hospital Emergency Departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.





EDs often act as an entry point to admitted patient services. All results below are presented as ACT public hospital EDs and are a combination of activity from Canberra Hospital ED and Calvary Public Hospital Bruce ED.

## Emergency Departments

There were **36,845** emergency department presentations



859 more than last quarter



**7,765**



patients arrived at EDs via an ambulance



**61%**

of patients spent four hours or less in ACT public hospital EDs



## Emergency Department Activity

Emergency department activity	June quarter 2018		September quarter 2018		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	%	
All ED presentations and by triage category	35,986		36,845		2%	
Resuscitation	174	0%	187	0%	7%	
Emergency	3,609	10%	3,960	11%	10%	
Urgent	15,509	43%	16,202	44%	4%	
Semi-urgent	13,842	39%	13,718	37%	-1%	
Non-urgent	2,852	8%	2,778	8%	-3%	
Admissions to hospitals from EDs	11,358	32%	11,402	31%	0%	
Patients treated and discharged	22,023	61%	23,002	62%	4%	
Arrivals at ED by ambulance	7,463	21%	7,765	21%	4%	



## Emergency Department Performance

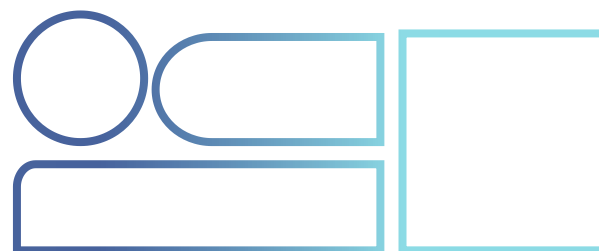
	June quarter 2018 (%)	September quarter 2018 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
<b>Emergency department performance</b>					
<b>Patients starting treatment on time</b>					
Resuscitation	100%	100%	100%	0%	
Emergency	76%	77%	80%	1%	
Urgent	33%	33%	75%	0%	
Semi-urgent	45%	47%	70%	2%	
Non-urgent	77%	83%	70%	6%	
Patients leaving the ED within 4 hours of presentation	60%	61%	90%	1%	
Percentage of patients that did not wait to be seen	5%	4%	-	-1%	
<b>Median waiting time to treatment in ED by urgency category</b>					
	(mins)	(mins)			
Resuscitation	0	0	-	0%	
Emergency	6	6	-	0%	
Urgent	55	53	-	-4%	
Semi-urgent	70	66	-	-6%	
Non-urgent	58	51	-	-12%	

Note: All variances have been calculated using the relative difference with the exception of metrics that are displayed as a percentage where the actual difference has been used.

# Admitted Patients

The ACT has some of the nation's highest quality health care services and facilities, including three large public hospitals.

Admitted patients are patients who are admitted to a hospital for care and does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

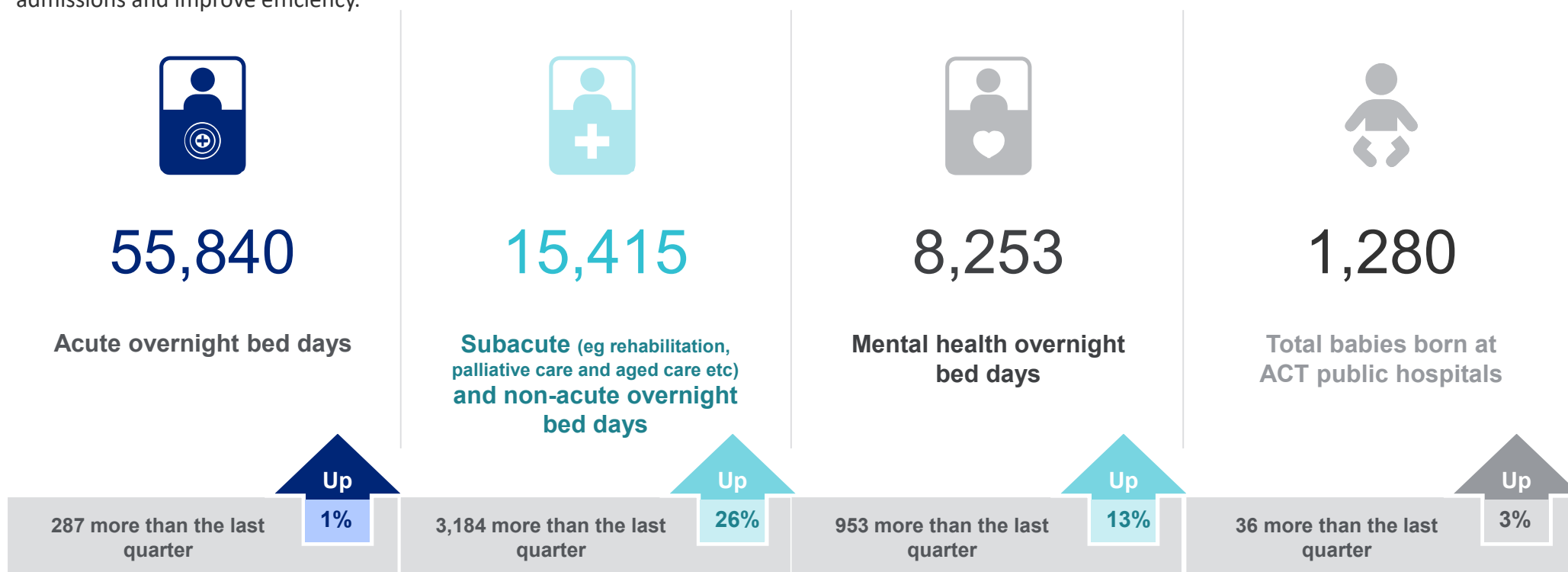




## Admitted Patients summary

The ACT has three public hospitals, each providing a different mix of admitted patient services. Canberra Hospital is a tertiary referral hospital, Calvary Public Hospital Bruce is a public acute care hospital and UCH is a public rehabilitation and subacute hospital.

The length of stay in hospitals is an important indicator of efficiency. By reducing the average length of stay (ALOS), hospitals are able to accept more new admissions and improve efficiency.



Note: The increase in subacute and non-acute overnight bed days includes activity at UCH. Mental health overnight bed days includes services delivered by Canberra Hospital, Calvary Public Hospital Bruce and the Dhulwa Mental Health Unit.

## Admitted Patients Activity

Admitted Patients Activity	June quarter 2018		September quarter 2018		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	(%)	
Total admitted patient episodes of care at ACT public hospitals	28,675		29,021		1%	
Same day episodes (including day surgeries)	14,943	52%	14,502	50%	-3%	
Overnight episodes	13,732	48%	14,519	50%	6%	
Total bed days of care at ACT public hospitals	90,027		94,010		4%	
Total overnight bed days of care by care type stream	75,084		79,508		6%	
Acute overnight bed days of care	55,553	74%	55,840	70%	1%	
Subacute and non-acute overnight bed days of care	12,231	16%	15,415	20%	26%	
Mental health overnight bed days of care	7,300	10%	8,253	10%	13%	
Total babies born at ACT public hospitals	1,244		1,280		3%	
Number of babies born by caesarean section	369		384		4%	





## Admitted Patients Performance

	June quarter 2018	September quarter 2018	Change from last quarter (%)	Last 5 quarters
<b>Admitted Patients Performance</b>				
Total Average Length of Stay (ALOS) for overnight patients at ACT public hospitals by care type stream (in days)	5.5	5.5	0%	
Acute ALOS	4.5	4.4	-2%	
Subacute and non-acute ALOS	14.5	13.1	-10%	
Mental health ALOS	14.1	14.9	6%	

# Elective Surgery

Public elective surgery is provided at Canberra Hospital, Calvary Public Hospital Bruce and specifically selected private provider facilities in the ACT contracted by ACT Health.

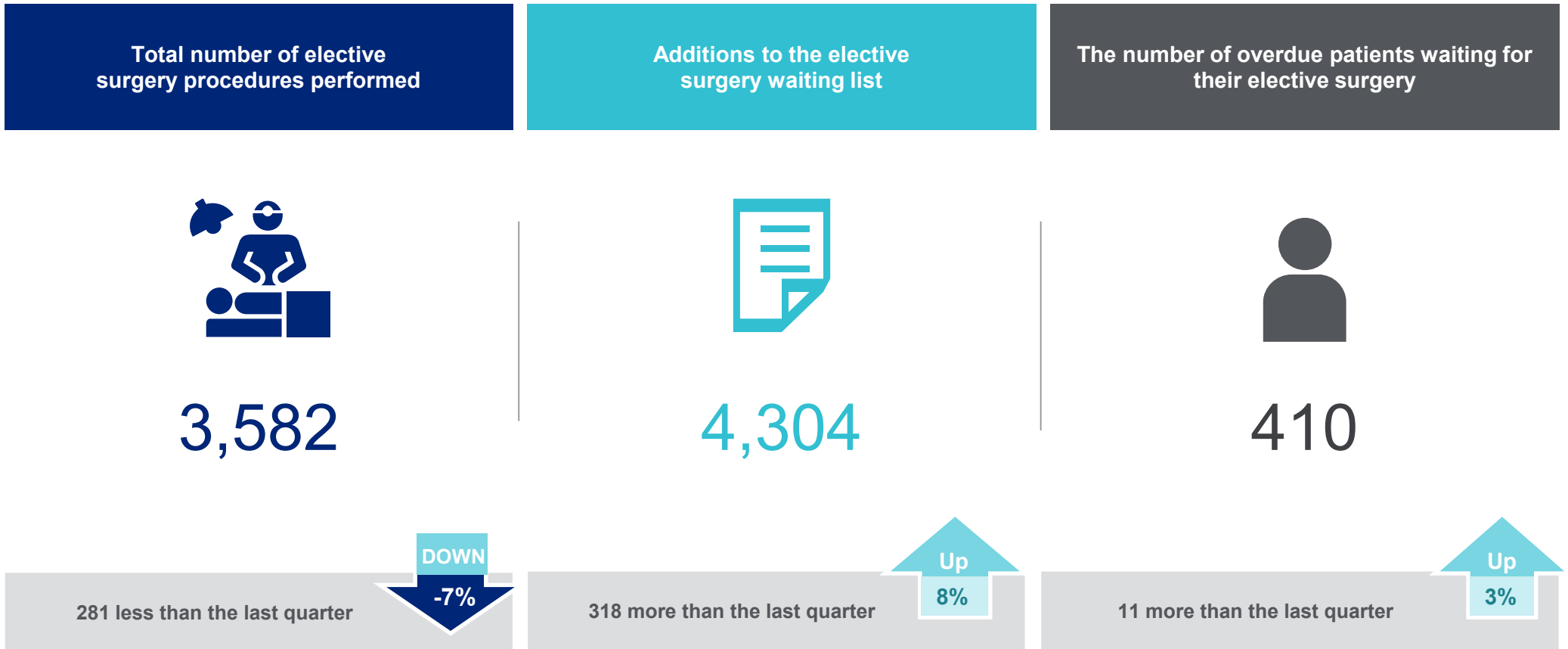




## Elective Surgery

There are three main urgency categories for elective surgery: urgent, semi-urgent and non-urgent. The urgency category is determined by the surgeon and is based on clinical criteria. While the Canberra Hospital is the major tertiary referral centre for the region, both the Canberra Hospital and Calvary Public Hospital Bruce provide care to people from the surrounding NSW region as well as other patients from interstate.

The ACT provides complex elective surgery for a large number of patients across the ACT community and those that are from interstate. The results below provide information on all public elective surgery performed in the ACT.





## Elective Surgery Activity

Elective Surgery activity	June quarter 2018		September quarter 2018		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	%	
Total number of elective surgery procedures performed and by urgency category	3,863		3,582		-7%	
Urgent, Category 1 (within 30 days)	1,117	29%	1,133	31%	1%	
Semi-urgent, Category 2 (within 90 days)	1,249	32%	1,247	35%	0%	
Non-urgent, Category 3 (within 365 days)	1,497	39%	1,202	34%	-20%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery	615		572		-7%	
Additions to the elective surgery waiting list	3,986		4,304		8%	
Patients waiting for their elective surgery	4,842		5,026		4%	
The number of overdue patients waiting for their elective surgery	399	8%	410	8%	3%	

Note: Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.



## Elective Surgery Performance

	June quarter 2018 (%)	September quarter 2018 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
<b>Elective Surgery Performance</b>					
Percentage of elective surgery operations performed within clinically recommended timeframes:					
Urgent, Category 1 (within 30 days)	90%	95%	100%	5%	
Semi-urgent, Category 2 (within 90 days)	75%	80%	78%	5%	
Non-urgent, Category 3 (within 365 days)	77%	79%	91%	2%	
Median wait times to surgery					
	(days)	(days)			
Urgent, Category 1 (within 30 days)	19	18	-	-5%	
Semi-urgent, Category 2 (within 90 days)	62	56	-	-10%	
Non-urgent, Category 3 (within 365 days)	268	240	-	-10%	

Note: All variances have been calculated using the relative difference with the exception of metrics that are displayed as a percentage where the actual difference has been used.

# Quality and Safety

ACT Health continually strives to provide a safe and high quality health care system, and is continually implementing service improvement to increase safety for all patients.



## Quality and Safety

	June quarter 2018 (%)	September quarter 2018 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
<b>Maximising the quality of hospital services</b>					
Proportion of patients readmitted to hospital within 28 days due to complications associated with their condition					
Canberra Hospital	1.4%	1.4%	<2%	0%	
Calvary Hospital	0.5%	1.0%	<1%	0.5%	
Proportion of people who undergo a surgical procedures requiring an unplanned return to the operating theatre due to complications					
Canberra Hospital	0.7%	0.8%	<1%	0.1%	
Calvary Hospital	0.2%	0.5%	<0.5%	0.3%	
Number of patients per 10,000 occupied bed days who acquire a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)					
	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)		
Canberra Hospital	0.9	0.7	<2	-0.2	
Calvary Hospital	0.5	0.0	<2	-0.5	
Estimated Hand Hygiene Rate*					
Canberra Hospital	81.1%	81.1%	75%	n/a	
Calvary Hospital	73.0%	73.0%	75%	n/a	

Note: \*Hand Hygiene audits are undertaken three times a year in March, June and October. In this report the June audit result is reported in both the last quarter of the previous financial year, and the first quarter of the current financial year.

## Future Direction

To ensure we continue to improve the availability and usefulness of information about our health system, ACT Health is now undertaking work to refresh the publication of data for patients, practitioners and the ACT community. The new quarterly reporting framework will provide key information about the delivery of ACT public health services. This will mean the local community can access important and relevant data about how timely, safe and sustainable care is being delivered.

Although this work is still in progress, it is vital to ensure Canberrans have timely access to information about our health services. This first quarterly performance report since the completion of the System-Wide Data Review presents up-to-date information about the activity and performance of our health services. As ACT Health learns more about what information patients, consumers and the ACT community require, the quarterly reports will evolve to meet those expectations.

Engagement is continuing with a range of consumer groups to better understand consumer requirements for information about the ACT's public health services. Broader community consultation will also be conducted to ensure a full range of views are obtained to inform ACT Health's ongoing public reporting.

ACT Health provides data for over 130 publicly reported performance indicators, which are published in a variety of different reports by multiple organisations. To ensure Canberrans always have access to information about our health services, a consolidated list of all publicly reported metrics can be found on the ACT Health website at <https://www.health.act.gov.au/about-our-health-system/data-and-publications/act-health-system-wide-data>.

Further information about this report, including definitions, can be found on the ACT Health website at <https://www.health.act.gov.au/about-our-health-system/data-and-publications/reports/act-public-health-services-quarterly>